

# Information and Knowledge Management Transforming Government Services:



How Information  
Management is Altering the  
Relationship with the Citizen

May, 2019

**Information  
Builders**

# Agenda

The World is Changing

DoD Is Changing

Real World IoT

Innovative Use Cases

The Data Challenge

6 Steps to Trusted Data

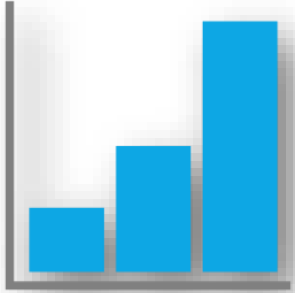
Technology Requirements

Q&A and Next Steps



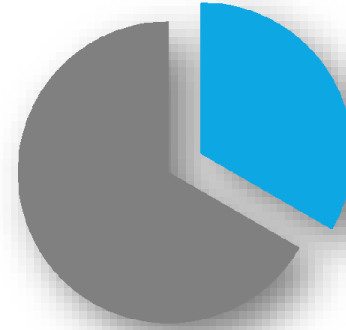
# The World is Changing!

# The World of Data is Changing



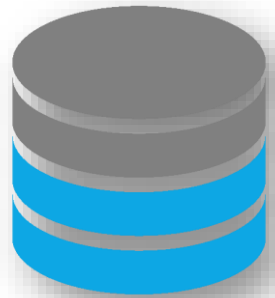
The amount of data you have **doubles** every **12** to **18** months

Thomas Redman – Data-Driven



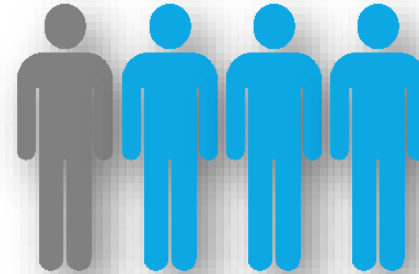
The average amount of inaccurate data in an organization increased by **30%** last year.

Experian Data Quality Survey



**50%** of Data Warehouse projects will fail or receive limited acceptance because of NOT proactively addressing data quality issues

Thomas Redman – Data-Driven



**75%** of 250 CFOs

Surveyed said “data quality significantly impedes performance.”

Gartner Survey



# As data has increased, organizational life expectancy has decreased...

**1955**

Average life  
expectancy for companies  
**75 years**

VS

**2015**

Average life  
expectancy for companies  
**15 years**

In today's faster-paced, more competitive climate,  
how can organizations succeed and distance themselves?

# Islands of Citizen Data Reside in Different Systems

## Online Transactions

### Web Applications

Michael Johnson  
User id :mjohnson  
License:: JP987

## Unstructured Data

### Document Management AFIS

Michael Johnson  
Tax.tif



## ERP System

### Tax & Revenue

M.P. Johnson, USA  
Tax ID : 234-JP-003

## 311 System

### CRM Call Center

Mike. Johnson  
Last Interaction: 4/11/03  
(Lottery proceeds on hold)

## 3<sup>rd</sup> Party Information

### Data Warehouse

Michael A. Johnson  
1400 54rd Avenue  
NY NY  
212 995-3345

## Courts Case Data

### Civil, Juvenile, Criminal, Probate

Michael P Johnson,  
1623 Willow Lane  
Deceased: 02/19/2007

## DMV Registration

### DMV

Michael Percy Johnson  
DL: N123-29-22-129-10  
1623 Willow Lane  
Ovenhurst, NY 23432

! Opt-Out flag  
! Organ Donor

## External Query

### Watch Lists

Michael Johnson  
User ID: Mjohnso  
! Personalized access  
! Online Licenses  
! Sub: Newsletter

# Open Data Initiatives – It's All About the Data

- Service to the Citizen to accelerate and minimize issue resolution to improve public confidence & trust
- Social & Protective Services
  - Reduce crime
  - Track child care services
  - Improve EMS response time
  - Track predators
- Agility to achieve real time & near real time
- Predictive Analytics to facilitate better outcomes based on past results





# DoD is Changing!



# DoD CIO Dana Deasy

“We are currently not lacking in data inside the Department of Defense, Data is the common denominator for any successful artificial intelligence program,” Deasy said. “AI will not succeed ... without accurate data, which is our strategic asset.

The problem we face is: Where is that data? What is the format of that data? How do we access that data?

And most importantly, how do we churn that raw, unstructured data in the right way that we can produce smart algorithms.”





# DoD CDO Michael Conlin

You want to come at this one data story at a time. Know the question you're trying to answer, and define just enough data architecture to answer that question,

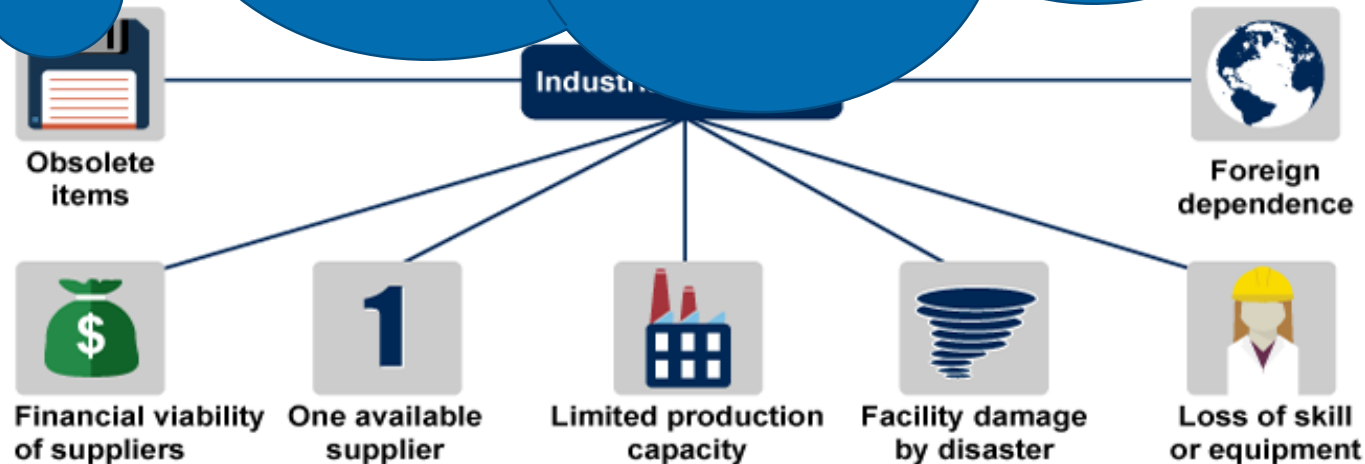
“We do not have a culture of data-centric decision making in the department. We have a culture of experience-centric decision making,



# Integrating Existing Supplier Data and Addressing Workforce Challenges

**We recommend that DoD resolve ongoing data access problems before further investing in current efforts.**

- DoD relies on a network of suppliers (the industrial base) to develop weapon systems
- DoD is required to maintain a data network, but faces risks to the base, such as relying on foreign suppliers, partly due to problems it has accessing data
- DoD is working towards a solution to protect sensitive data





# DHA looks to machine learning for military health data

- The Defense Department's Defense Health Agency is using machine learning to solve its interoperability challenges.
- “But we have an abundance of data islands where you can’t made connections and not having the right stakeholders at the table,” -- Alan Sim
- Machine learning has been used to help multiple DoD agencies make sense of large amounts of data
- Development of registry of patient-level opioid information.





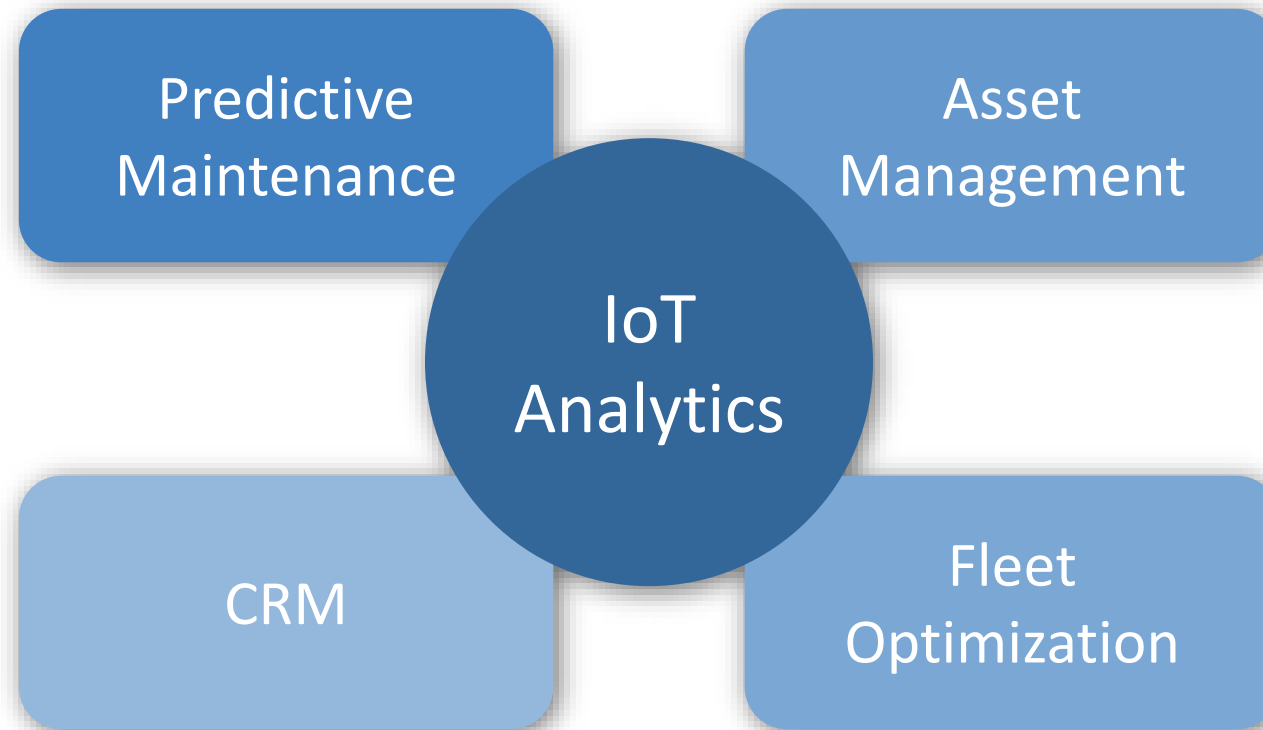
**We are not prepared!**

Only 41 percent of surveyed public sector leaders are satisfied with their organization's current reaction to digital trends

# Real World Use Cases DoD

# IoT Analytics

## Landscape



- Want to be more effective and efficient
- Minimize unscheduled maintenance
- Maximize useful life
- Increase customer lifetime value
- Exceed service level agreements
- Meet on time delivery

# IoT – Predictive Maintenance

- The US Air Force must maximize the effectiveness of their assets and the efficiency of those assets and their corresponding maintenance operations to provide the best possible service to its customers and partners
- The US Air Force is challenged with unexpected and unscheduled maintenance of their assets, cargo aircraft, and respective parts and related waste and costs.
- Their goal is to eliminate unscheduled maintenance and maximize the useful life of their assets and respective parts.





# IoT Analytics

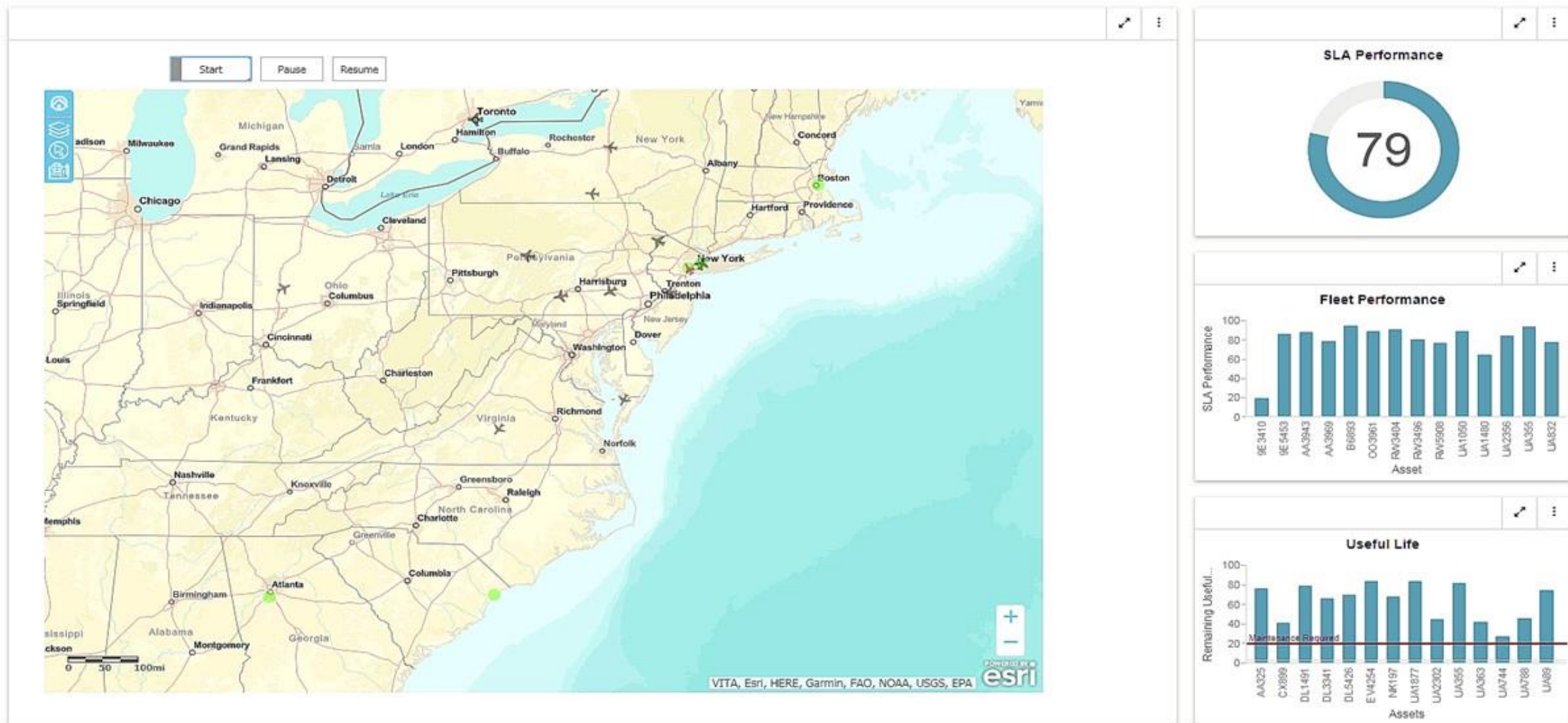
- Help the US Air Force meet their predictive maintenance goals and objectives by improving the operational efficiency and effectiveness of their and reduce waste and costs by maximizing useful life of asset parts and minimizing unscheduled maintenance.
- Information Builders provides IoT Analytics to help organizations improve operational efficiency and effectiveness and meet or exceed on-time delivery and service level agreements for their predictive maintenance, asset management and fleet optimization initiatives.

# Artificial Intelligence is Data and Context Dependent

- Part sensors generate data to tell us a particular part on an airplane is wearing and will need to be replaced.
- Where is this airplane headed in the near future?
- Where is the replacement part located? This requires data from the inventory management system and perhaps data from 3rd party suppliers.
- Who is best equipped within that geography to perform the repair? This requires data from the HR system and partner ecosystems to find people with the right expertise and training in the nearest possible location.
- How quickly and at which location can we bring these assets together

# Real Time Flight Tracking and Predictive Maintenance

IoT Analytics : Asset Performance - Predictive Maintenance



# Real World Uses Cases SLG

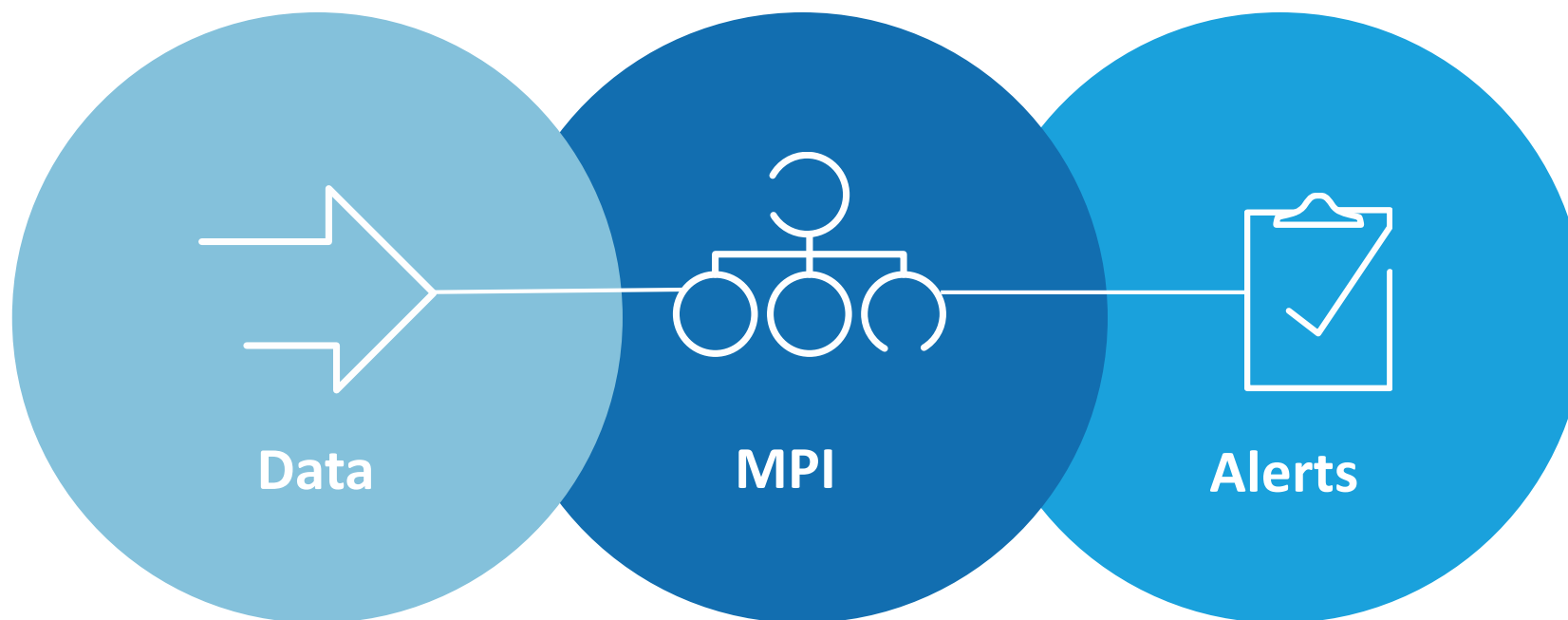


A man and a woman in business attire are walking through a modern, brightly lit corridor with large glass windows. The man is wearing a dark suit, a light blue shirt, and a dark tie, and is carrying a black bag. The woman is wearing a light blue blouse and dark trousers, and is holding a folder. They are both looking down at something in the woman's hands. The corridor has a high ceiling with a complex metal structure and large glass panels that reflect the interior and exterior. The floor is polished and reflects the people and the architecture.

**Forbes 2019**

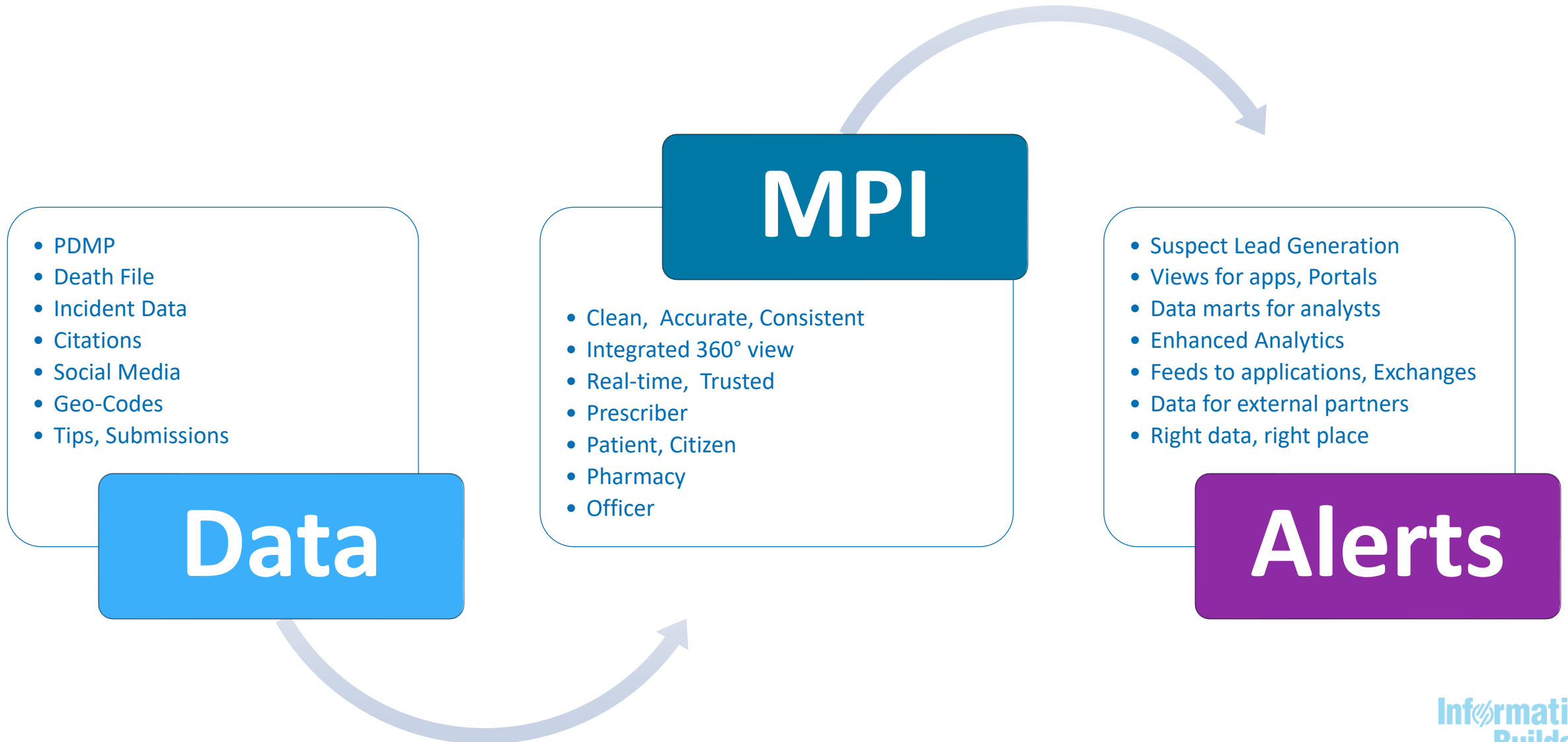
**IoT Connected Cities  
Automation  
Security And Protection  
Improving Mobility  
Data Collection And Analytics  
Digital Government Platforms**

# Opioid Diversion: Lead Generation

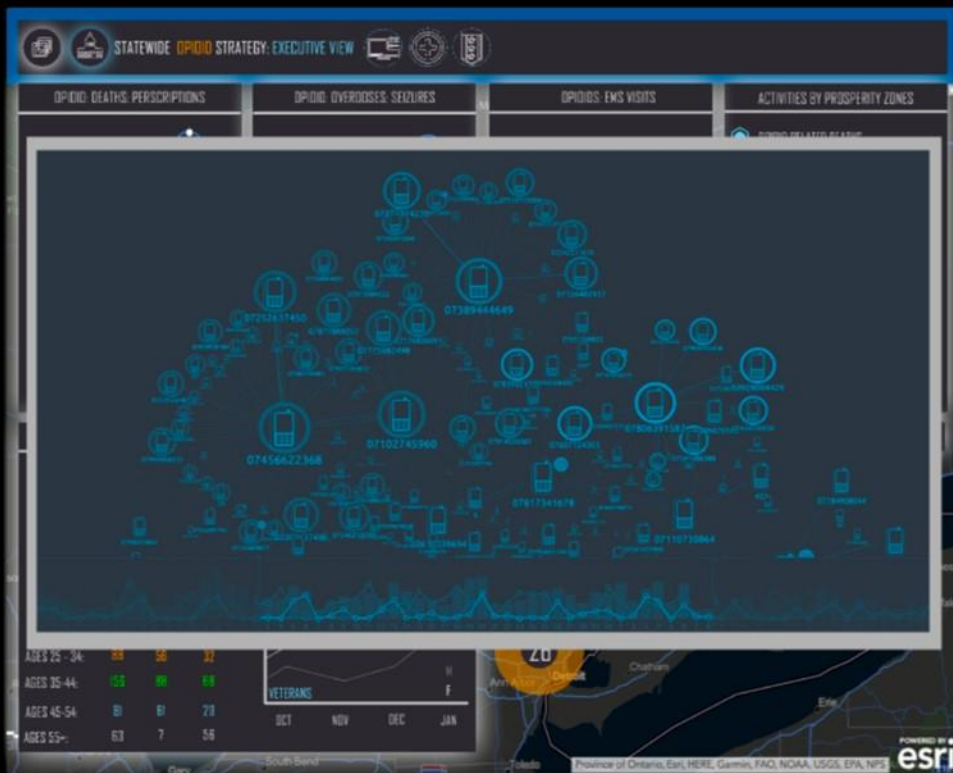


**Lead Generation Tools, backed by Predictive Analytics and artificial intelligence, to help Law Enforcement offset the damage done by the illegal prescription of narcotics and Healthcare Fraud**

# Opioid Diversion: Lead Generation







# Command and Control



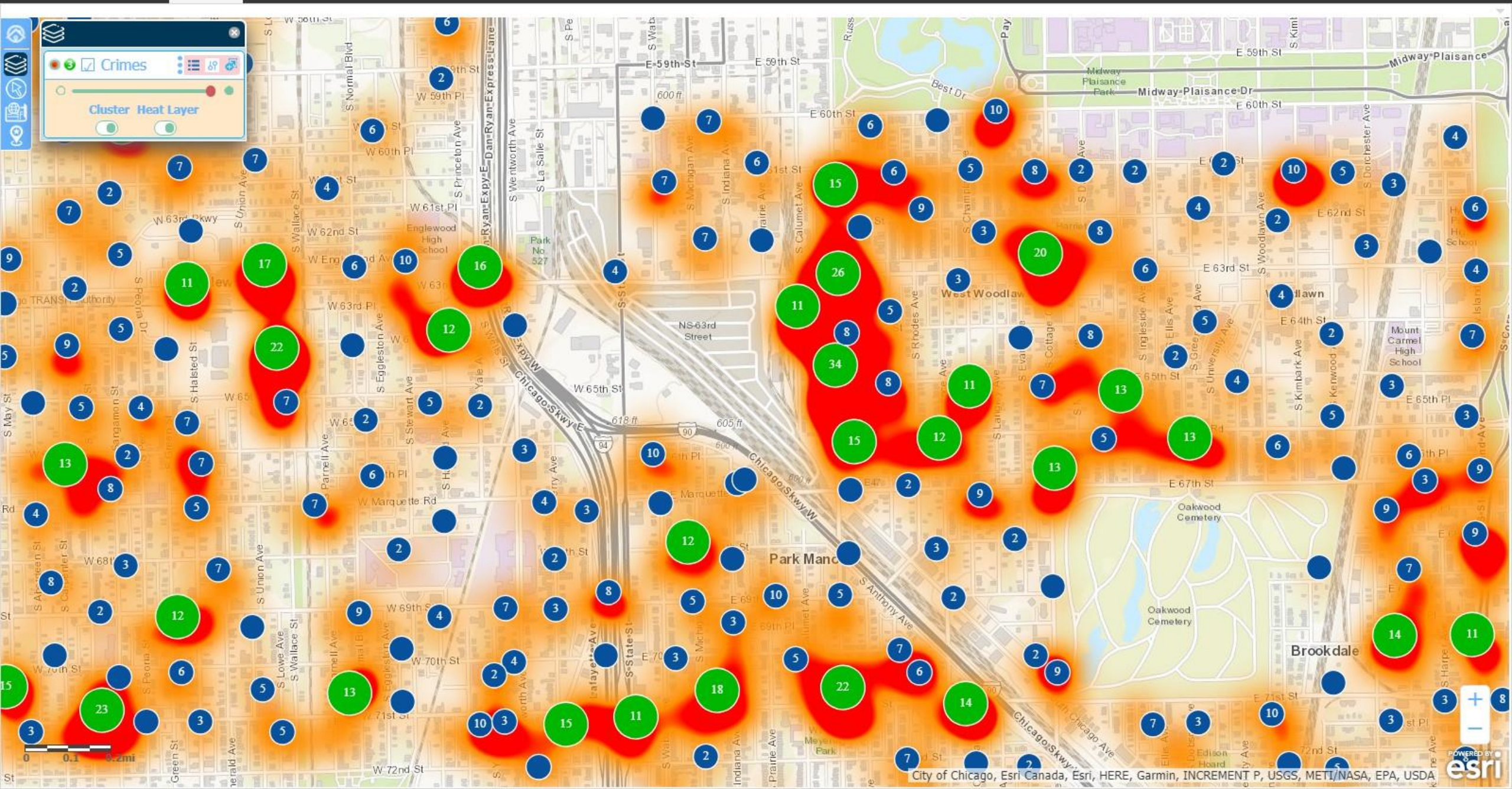


# Mastering of Locations



- **Organization:**
  - The City of Charlotte, a municipal government in North Carolina
- **Challenge:**
  - Lack of standard processes for addresses, including physical and mailing addresses resulted in redundant efforts, inconsistent information, and high aggregate costs
- **Solution:**
  - Deploy Master Data Server to automate profiling, cleansing, matching, enrichment, and monitoring activities, creating a golden set of master address and location records to serve multiple consuming departments/systems
  - Leverage iWay integration suite to connect departmental systems and synchronize consuming services to the new master database of location information
- **Results:**
  - A consistent set of master records that can feed multiple departments/systems
  - Improved accuracy of location data – quick turnaround for citizen critical services
  - Providing customer service representatives a more complete understanding of the services that are being delivered at or near each “location”
  - Prompt notification of new or updated locations to city departments, resulting in fewer ‘failed’ site visits







Year:

- ☒ 2017
- ☐ 2018
- ☐ 2019

DISTRICT:

- ☐ All
- ☐ MISSING
- ☒ 001
- ☐ 002
- ☐ 003
- ☐ 004
- ☒ 005
- ☒ 006
- ☐ 007
- ☐ 008
- ☐ 009
- ☒ 010
- ☐ 011
- ☐ 012
- ☐ 014
- ☐ 015
- ☐ 016
- ☒ 017
- ☐ 018
- ☐ 019
- ☐ 020
- ☒ 022
- ☐ 024
- ☐ 025
- ☐ 031

Beat:

- All
- 0111
- 0112
- 0113
- 0114
- 0121

ASSAULT Cnt 7,189



BATTERY Cnt 18,474



BURGLARY Cnt 3,883



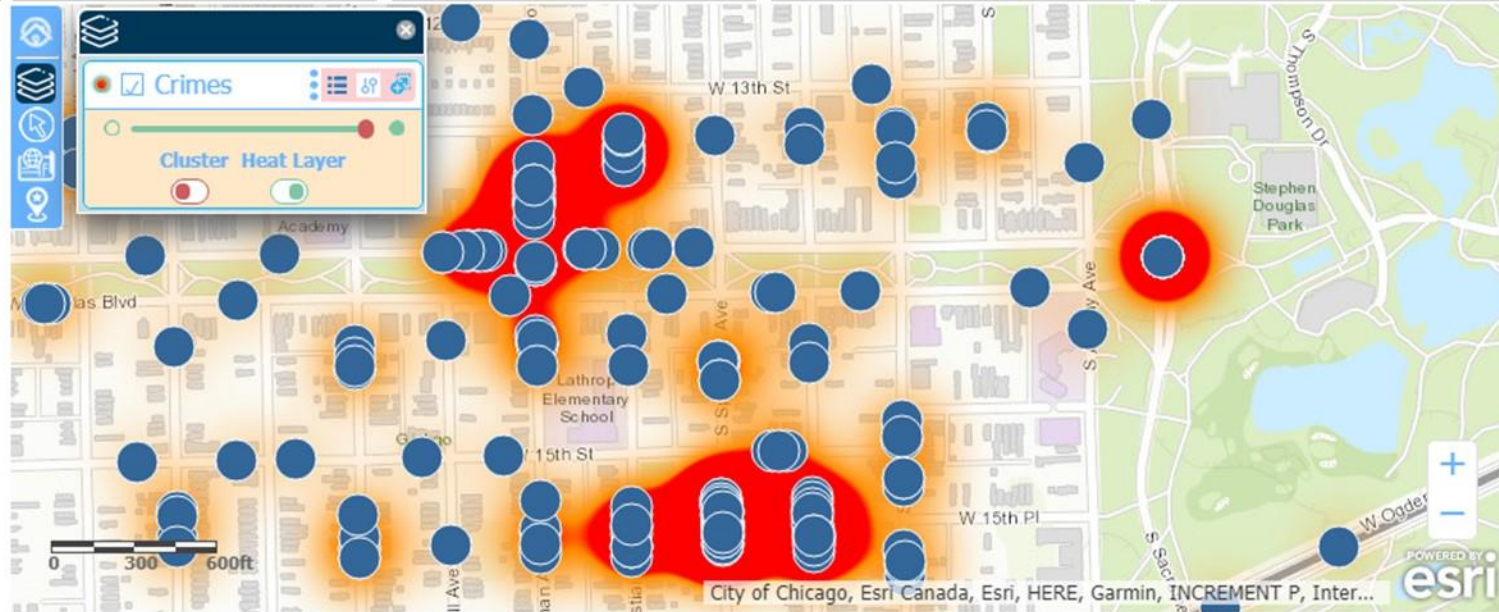
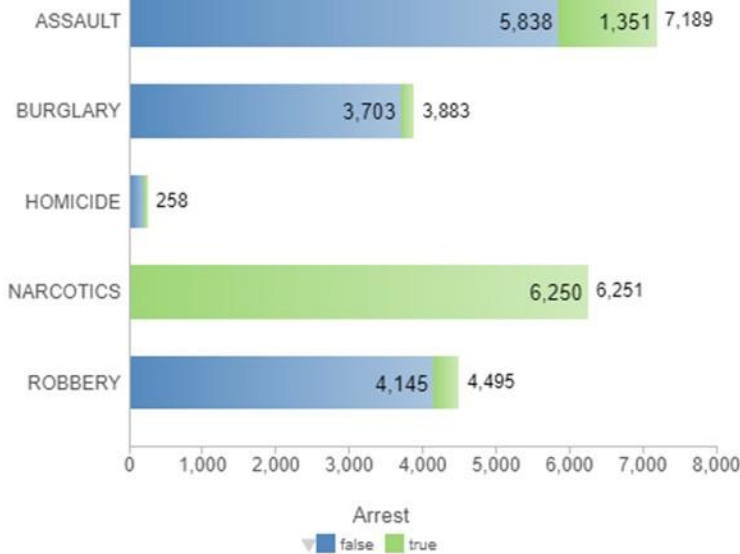
HOMICIDE Cnt 258



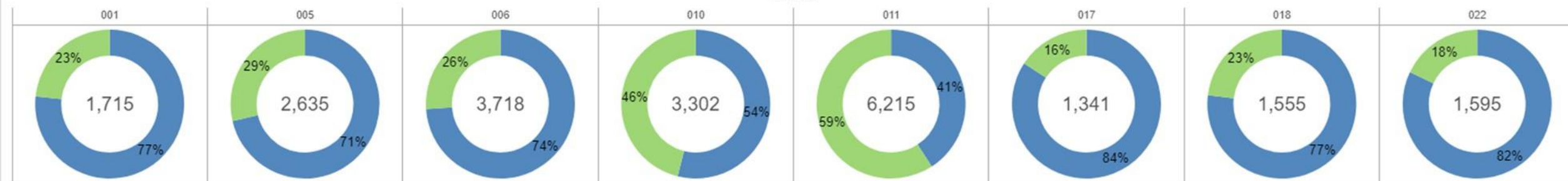
NARCOTICS Cnt 6,251



ROBBERY Cnt 4,495

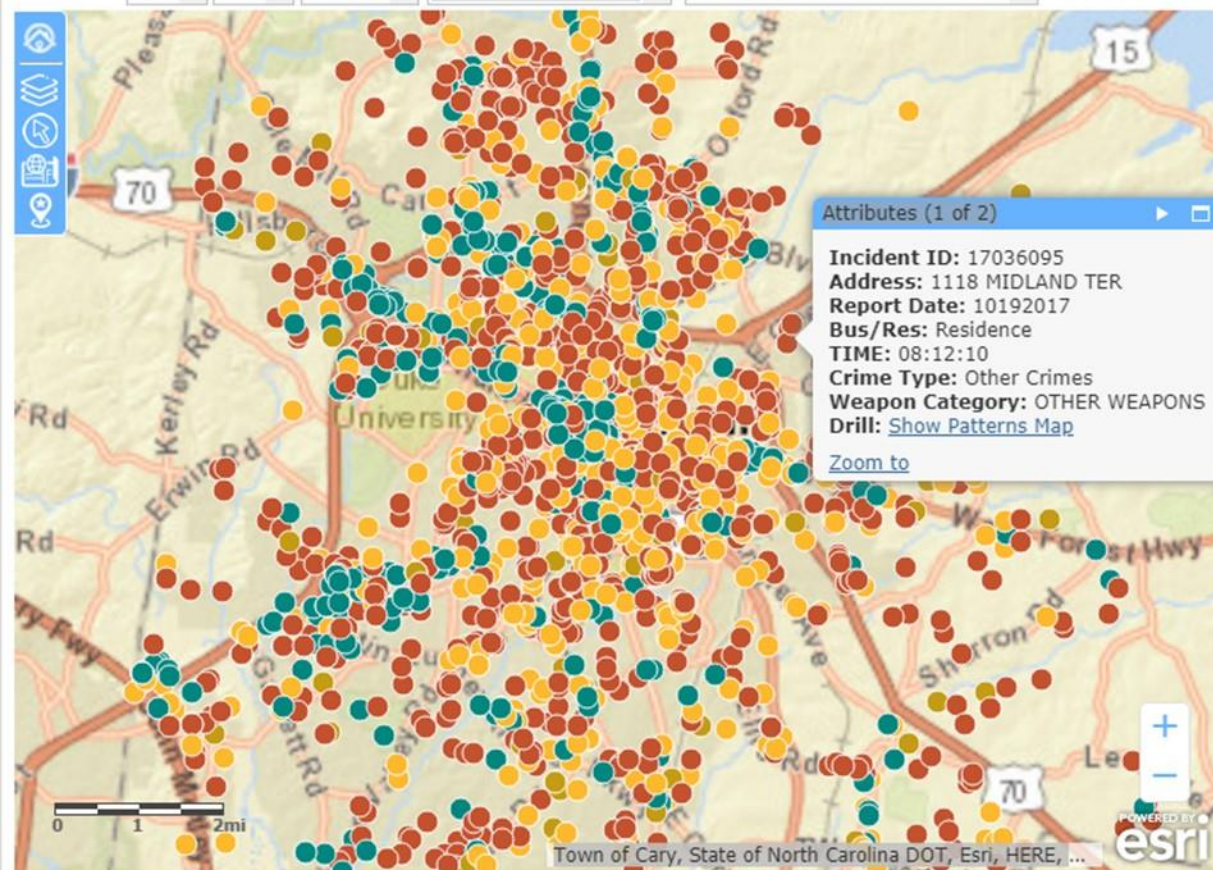


District

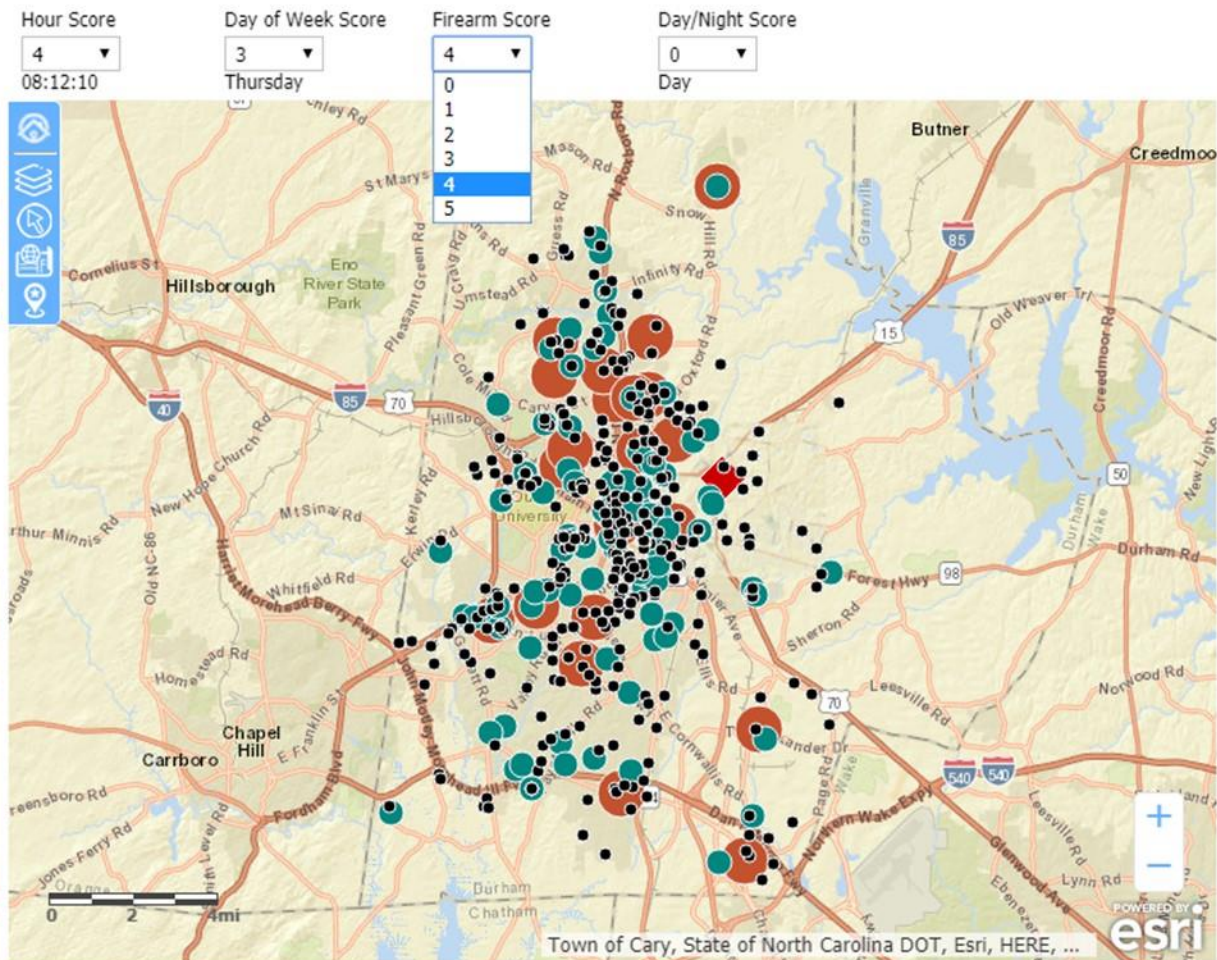




Report Year	District	Trac	Bus/Res:	Crime Type	Weapon Description
<input type="radio"/> 2016	ALL	ALL	Business	All	All
<input checked="" type="radio"/> 2017	D1	111	Open Area	Other Crimes	BLUNT OBJECTS (Person Crimes)
	D2	112	Other	Property Crimes	CHEMICALS/DRUGS
	D3	113	Residence	Violent Crimes	CUTTING INSTRUMENTS



## Incidents with the similar patterns as incident 17036095



Select District

ASSAULT

BURGLARY

HOMICIDE

NARCOTICS

ROBBERY

71

38

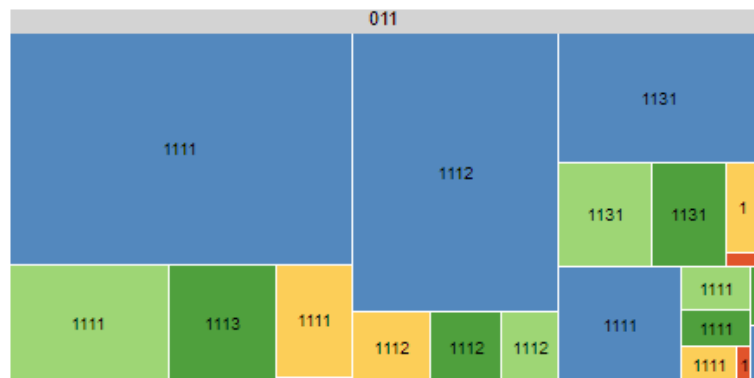
3

390

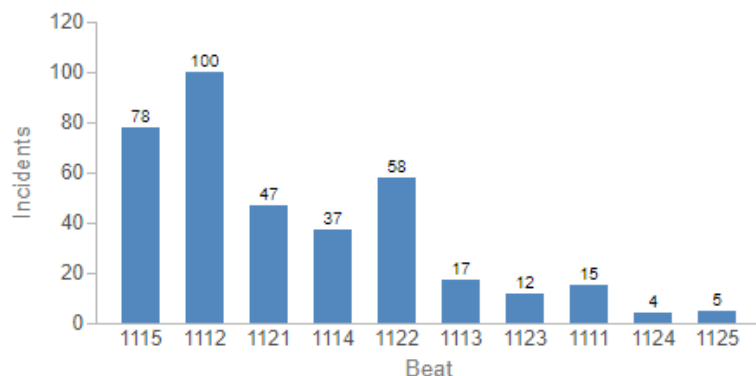
56



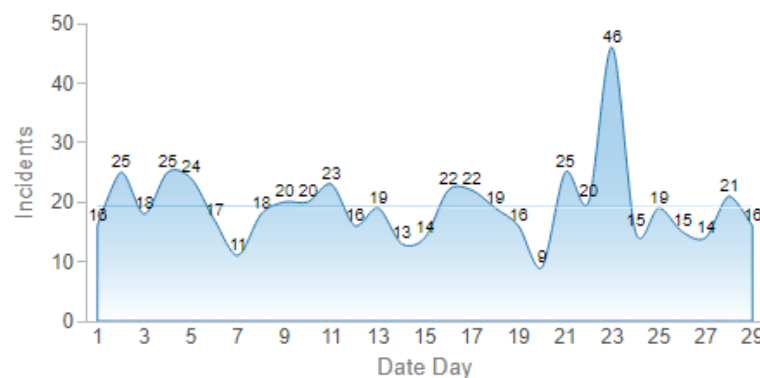
Crime Count Tree Map



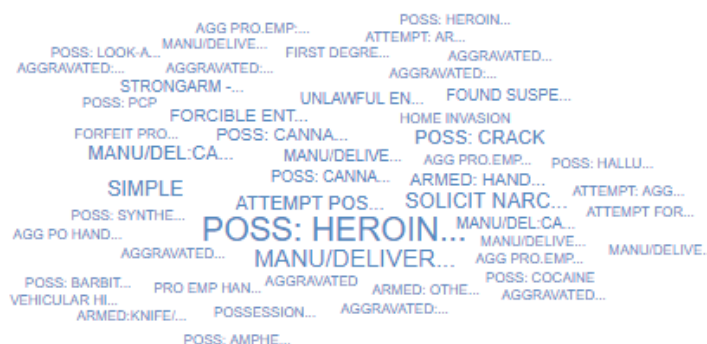
Top 10 Crime Counts by Beat



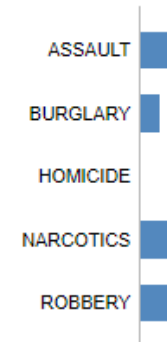
Daily Crime Counts



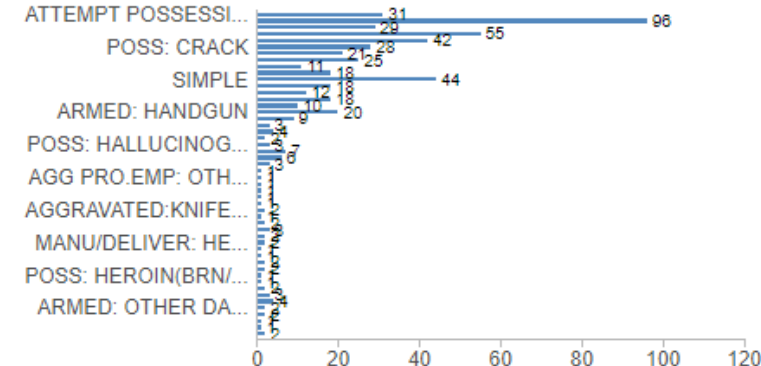
Crime Description Word Cloud



Select Primary Offense

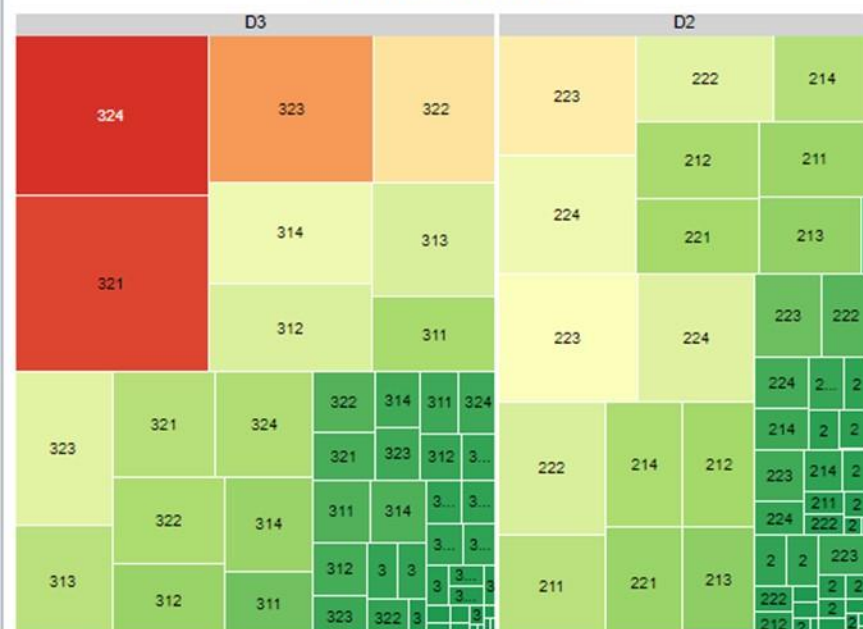


Top Crime Description Activity

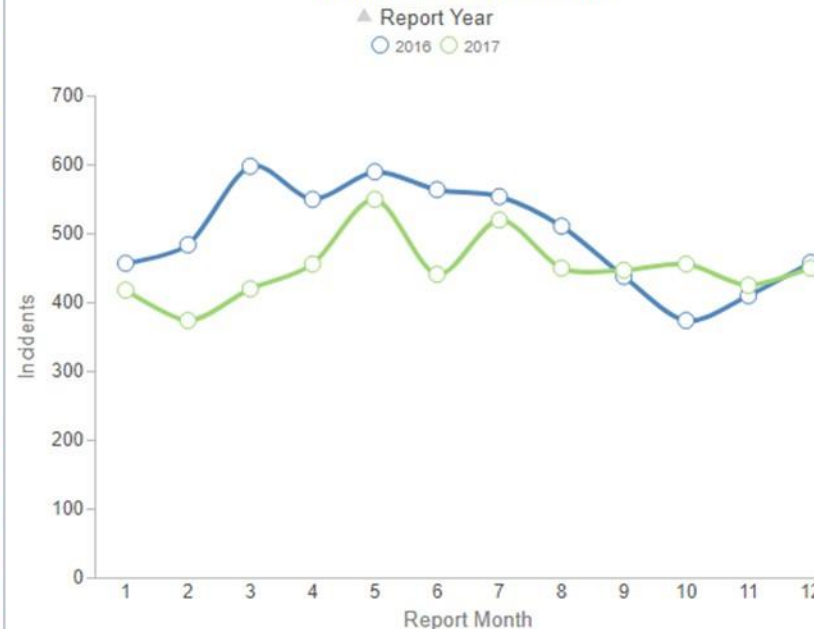




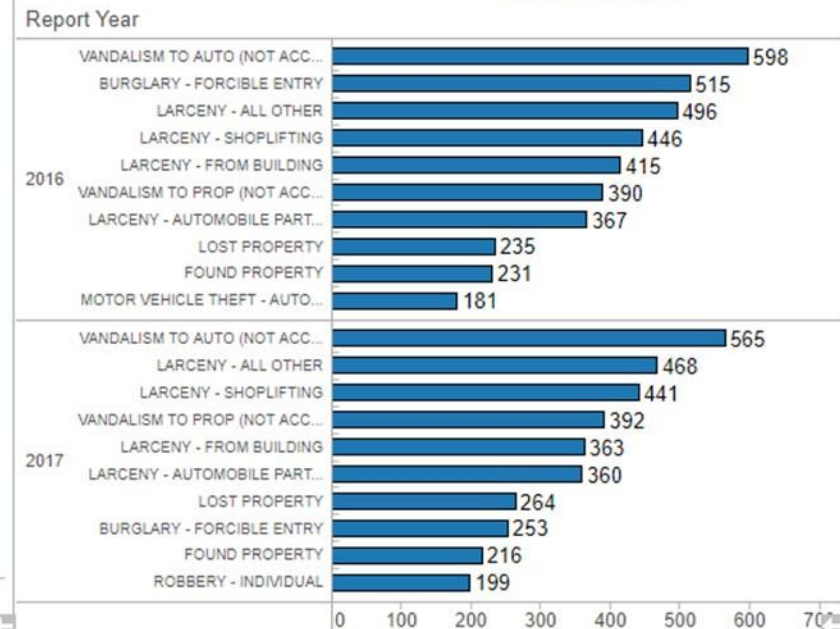
District Incidents Tree



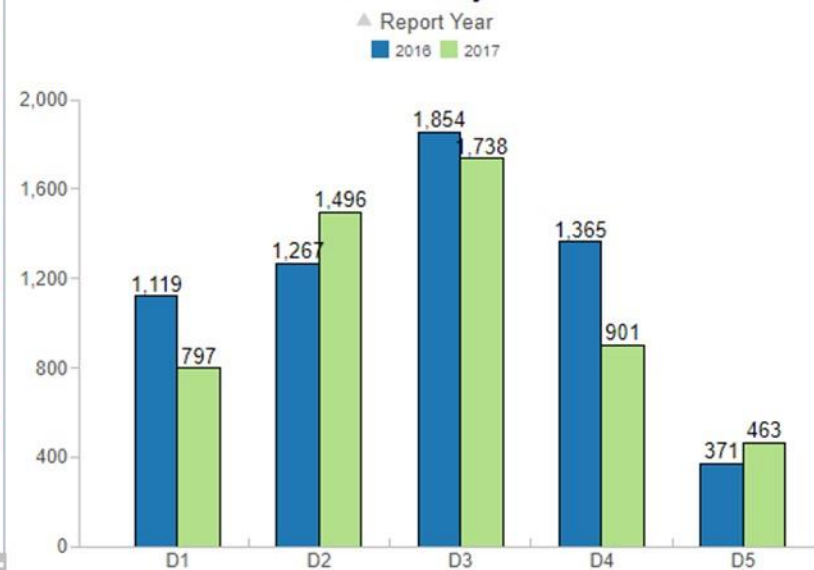
Incidents Across Month



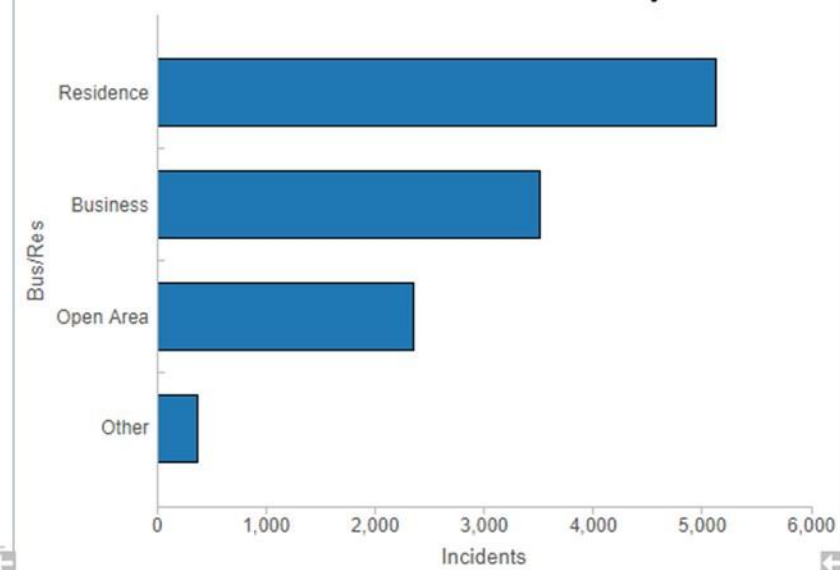
Top 10 Charges



Incidents by District



Business / Residence Activity



# Officer Analytics

## Information Builders Accelerator for Officer Analytics

Use of Force Traffic Stops Citizen Complaints Identify Outliers

### Preset Date Ranges

Previous 3 Months

#### UOF Reason:

ALL  
Arrest  
Defense of Others  
Defense of Self  
Non-Compliance  
Protection of Property  
Response to Disturbance / Tr

#### Disposition:

All  
FRU Type 1 Closed  
FRU Type 2 Closed  
FRU Type 3 Closed  
N/A

#### UOF Category:

ALL  
L1  
L2  
L3

#### Citizen Arrested:

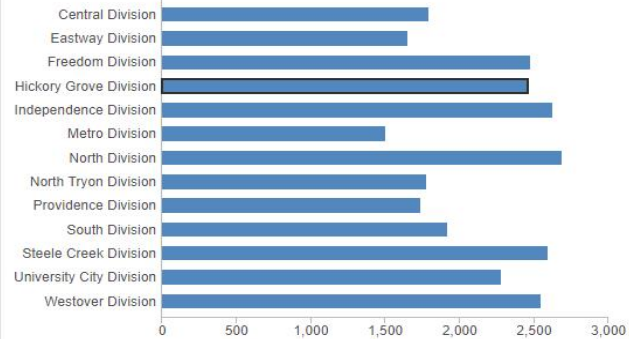
ALL No Yes

#### UoF Threshold (Identify Outlier)

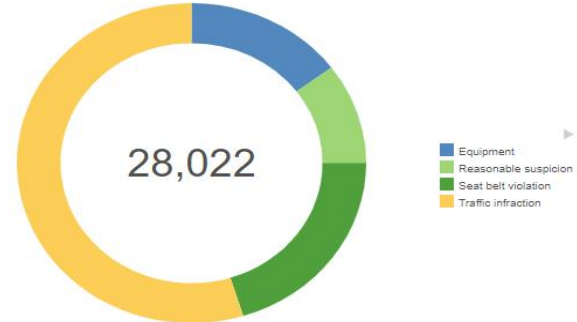
99 95 90 80

Run Report

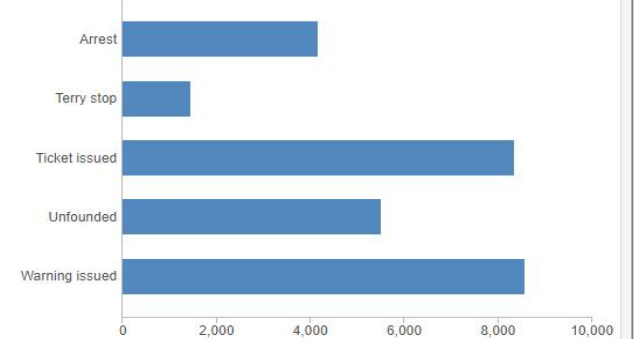
### Traffic Stops by Division



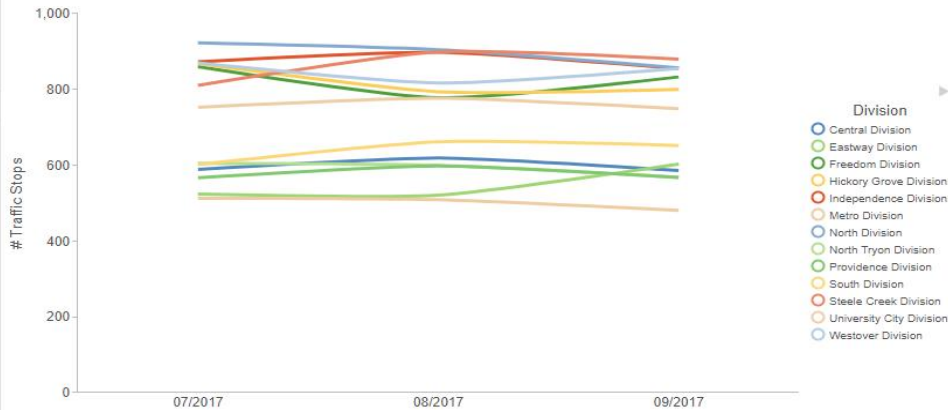
### Traffic Stops by Reason



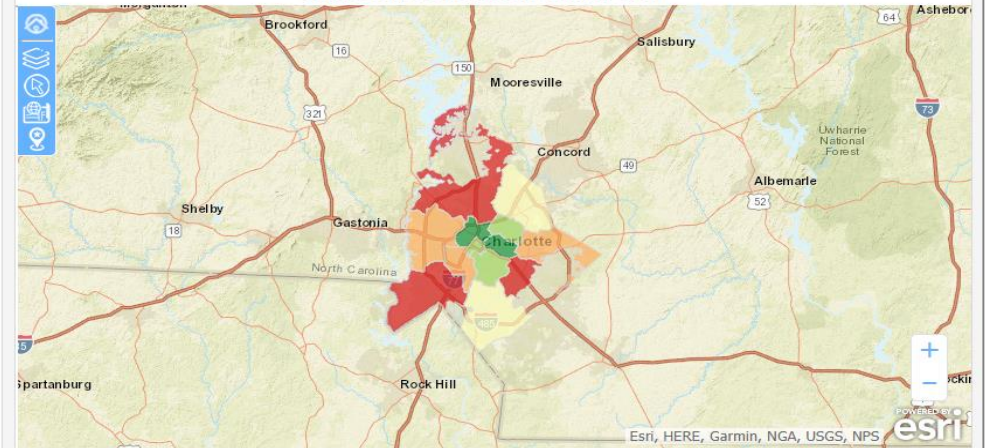
### Traffic Stops by Outcome



### Traffic Stops across Month



### Traffic Stops All Divisions Density Map



# Human Resources Portal



HUMAN RESOURCES

Matthew (EEO & Attrition Analyst) Tools Resources Help Close Sign Out

Staffing Summary Payroll Tenure & Attrition InfoApp Termination Analysis At-Risk Indicators Self Service Active Dashboard

New Hires

06/18/2018

10.7K

Prev Year

11.9K

% Change

-11.21%

Trend



Training Costs

06/18/2018

450.3K

Prev Year

385.1K

% Change

+14.48%

Trend



Salary Budget

06/18/2018

1.9M

Prev Year

1.8M

% Change

+4.65%

Trend



Employee Satisfaction

06/18/2018

93.13%

Prev Year

79.82%

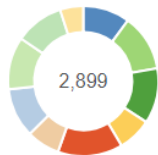
% Change

+14.29%

Trend



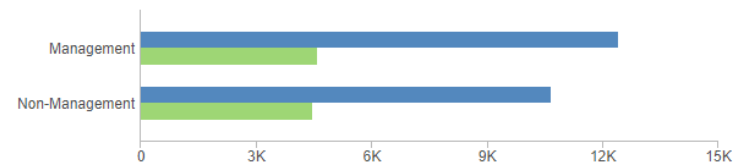
Staffing by Department



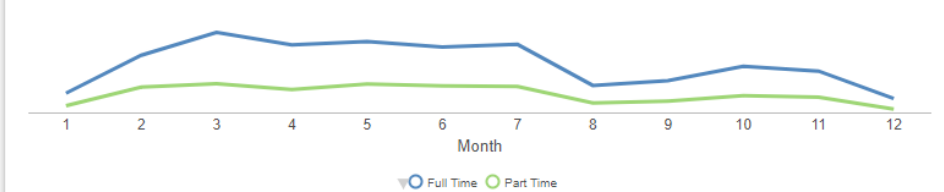
Department

- Accounting Group
- Auditing
- Claims
- Customer Service
- Field Operations
- Human Resources
- Information Technology

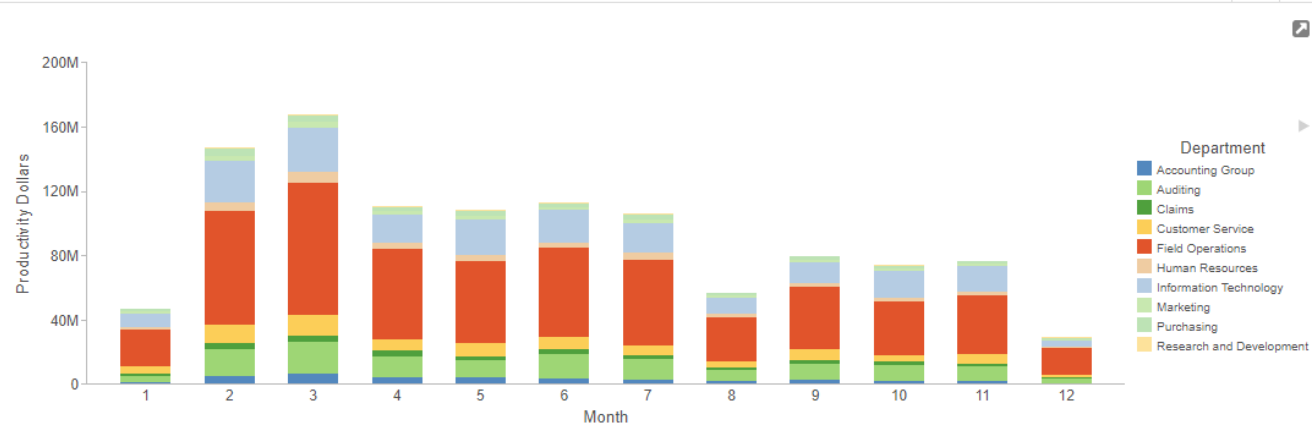
Full vs Part time



Overtime by Month



Productivity Dollars by Month

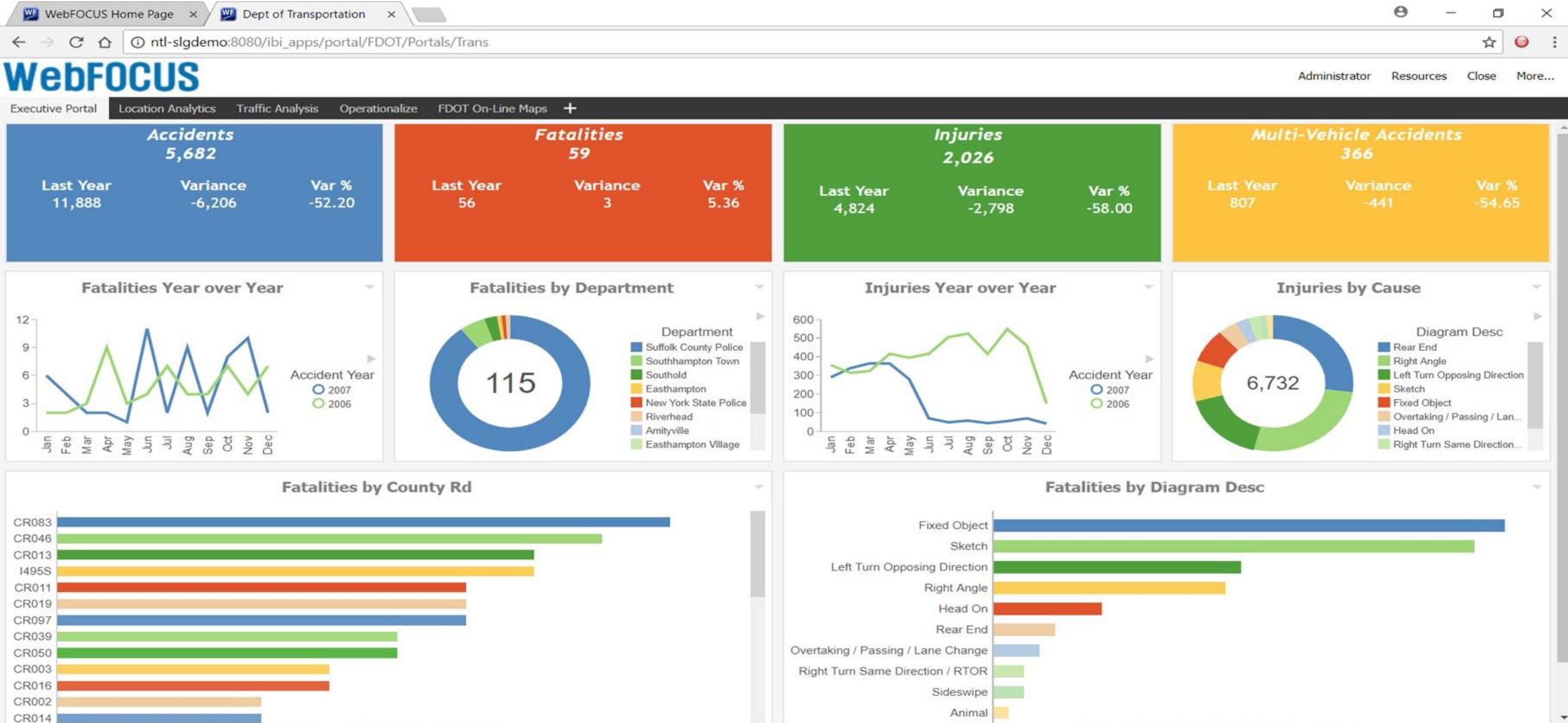


Departmental FTE Salary Analysis

Department	FT Employees	Salary	Average Salary	Trend	Dept. Head
<a href="#">Accounting Group</a>	1622	\$39,489,350	\$4,071,840	▼	Karen Johnson
<a href="#">Auditing</a>	3763	\$132,560,700	\$13,493,430	▼	Judy Simon
<a href="#">Claims</a>	2555	\$27,702,560	\$2,839,430	▲	Grace Smith
<a href="#">Customer Service</a>	981	\$82,028,680	\$8,397,700	▲	George Harris
<a href="#">Field Operations</a>	5740	\$543,709,950	\$54,741,250	▲	Mike Jones
<a href="#">Human Resources</a>	926	\$37,571,180	\$3,719,940	▼	Karen Johnson
<a href="#">Information Technology</a>	1781	\$199,681,030	\$20,172,270	▼	Karen Johnson
<a href="#">Marketing</a>	2822	\$24,429,990	\$2,501,940	▼	Karen Johnson
<a href="#">Purchasing</a>	2356	\$26,313,570	\$2,651,550	▼	Karen Johnson
<a href="#">Research and Development</a>	497	\$6,423,560	\$659,240	▼	Karen Johnson



# Department of Transportation Analytics

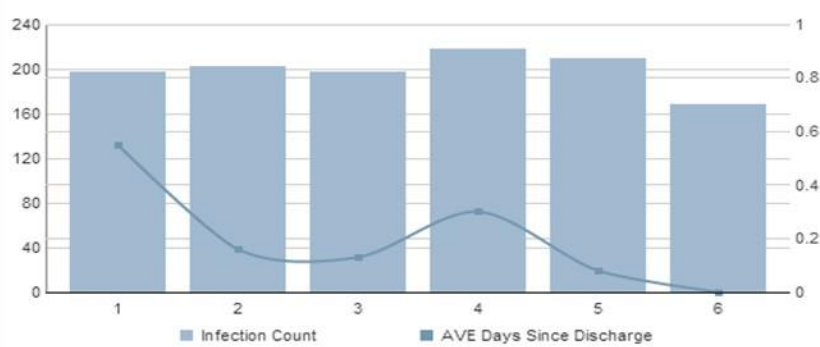




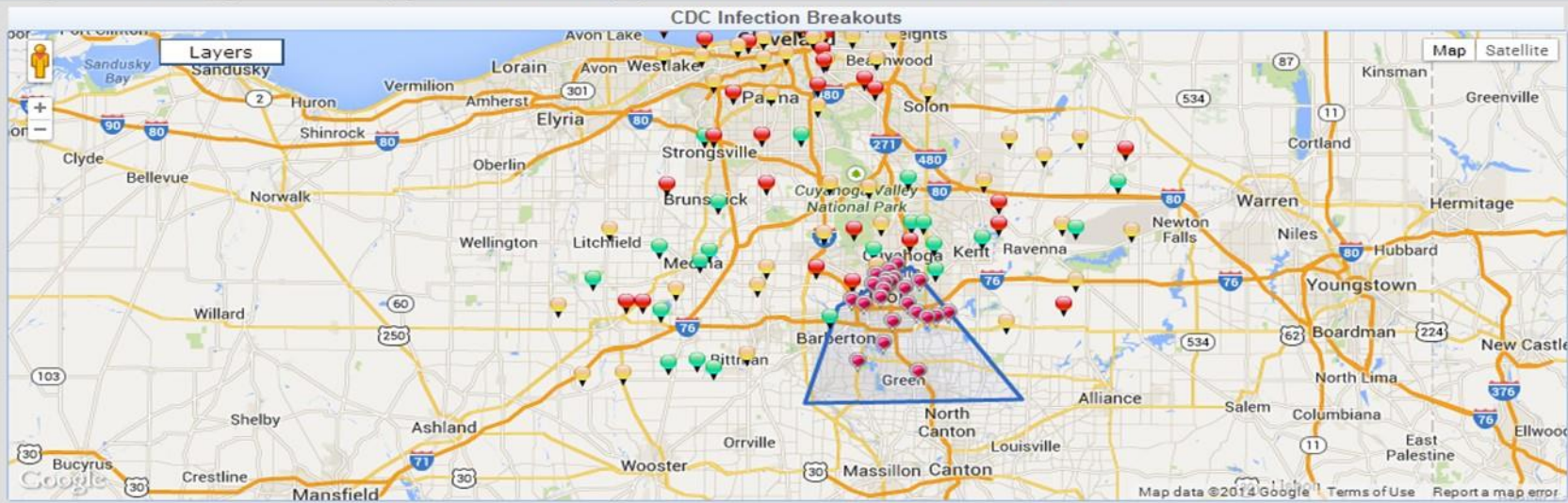
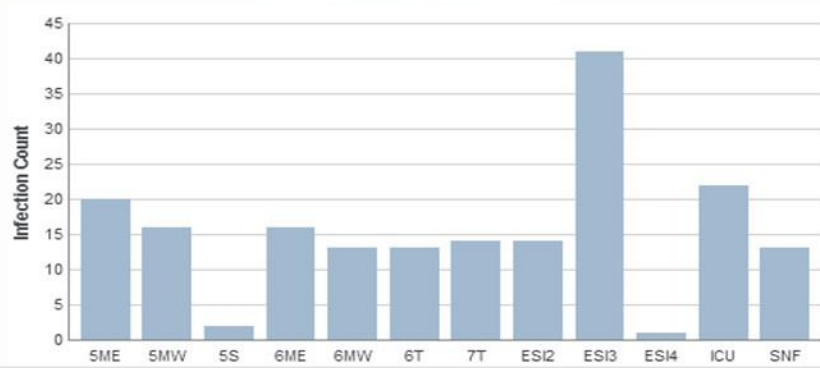
### Infection Alerts

- Alert Description**
- Drug Bug Mismatch - Patient 1357 John Smith - Critical
  - ER Wait Times Exceeding Target Times
  - Excel - Monthly Infection Patient Detail
  - PDF Executive Strategy Booklet
  - Monthly Financial Planning Due
  - Readmits On the Rise for Dr. Blackburn

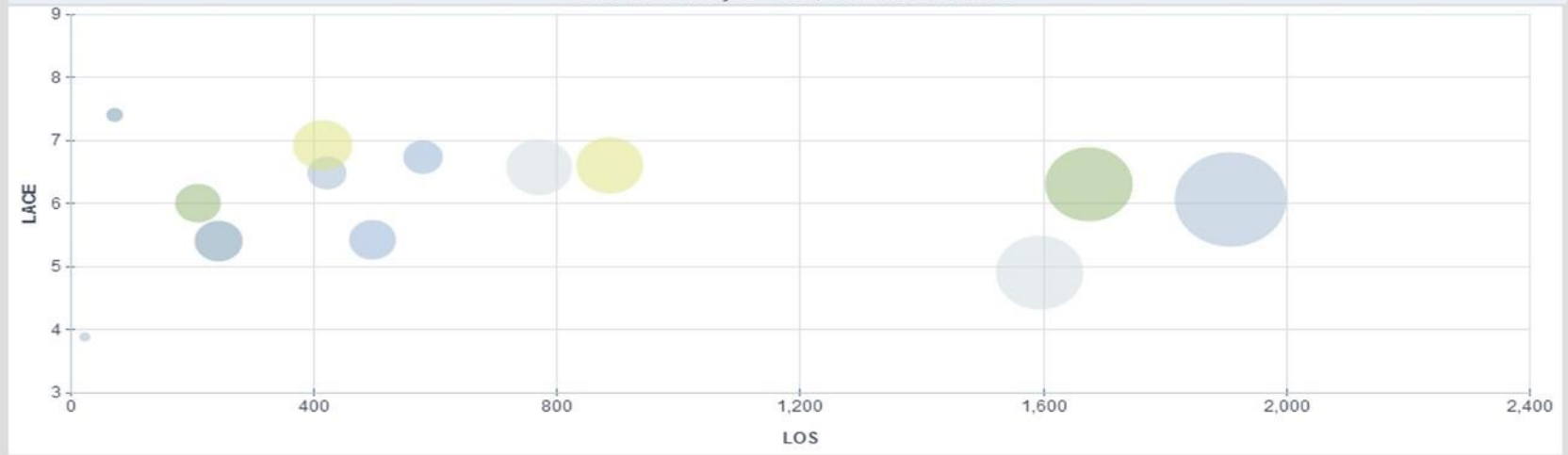
### Monthly Infections - Avg Days Since Discharge



### Monthly Infection by Location

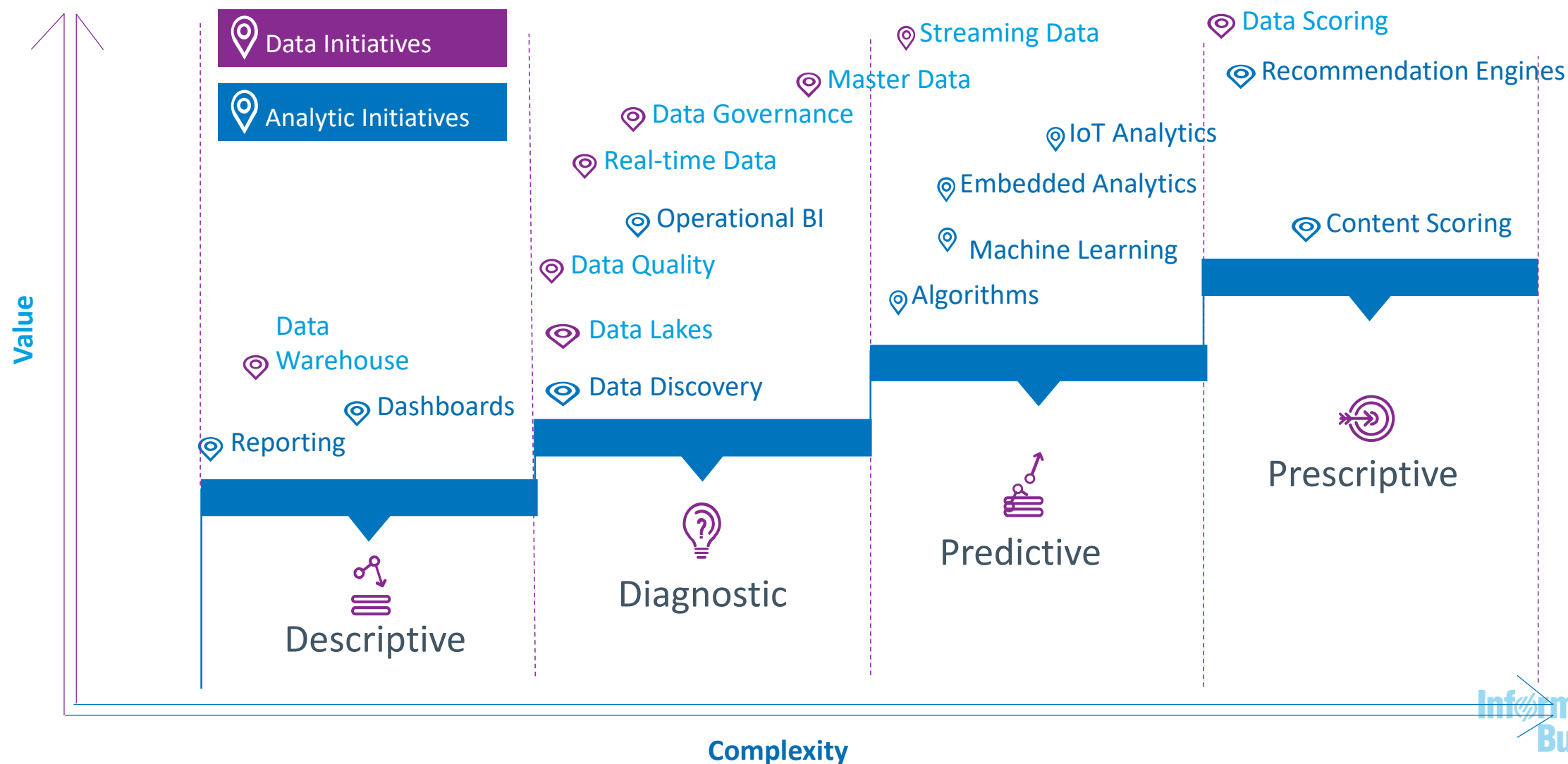


### Correlation Analysis - Cost, Readmit and ALOS



# Managing Your Data

# Data and Analytics Maturity Model



# Driving performance through Data Management

**Breakaway organizations** scale data management and analytics by significantly outperforming in three categories:



ALIGNING ON STRATEGY



BUILDING THE RIGHT FOUNDATIONS OF  
DATA, TECHNOLOGIES, AND PEOPLE



CONQUERING THE LAST MILE BY  
EMBEDDING ANALYTICS INTO  
DECISION-MAKING AND PROCESSES

*“Our challenge is at DOD to discover, access, retrieve, analyze and share all the sources of data whenever and wherever our warfighter needs it. It sounds simple, but we all know, if you break that sentence apart, that is an ambitious undertaking.”*

*- Dana Deasy, CIO*



# Reality is that too few are breaking away

## Data is difficult to access

*“Organizations that have data in silos have a much harder time employing a holistic management approach in which operations and tasks are optimized across the organization.”*

**Carnegie  
Mellon  
University**

## Data is not trusted

*“As organizations accelerate their digital business efforts, poor data quality is a major contributor to a crisis in information trust and business value, negatively impacting financial performance.”*

**Gartner**

## Tools are hitting the wall

*“Analytic tools are only used by 17% of employees in most organizations.”*

**BARC**

**Information  
Builders**

# Data Management in Essentials

## Bring your data together

Big or classic  
Legacy or new  
External or internal  
Structured or unstructured  
Human-entered or machine-generated  
Cloud or on-premises

## Make it fit for purpose

Clean  
Accurate  
Consistent  
Integrated  
360° view  
Real-time  
Trusted

## Make it easy to consume

Views for apps  
Data marts for analysts  
Data sources for AI  
Feeds to applications  
Data for external partners  
Right data, right place

# Manage data better to improve business outcomes

- Create trusted data in your organization for operations, analytics, and AI to drive growth
- Establish trust in customer-facing applications to build engagement and loyalty
- Provide trusted data to business processes to reduce costs and increase customer satisfaction





# 6 Steps to Effective Collaboration for Trusted Data

Executive Sponsorship  
Shared Vision and Roadmap  
Business Case  
Organizational and Culture Change  
Metrics  
Technology



# Executive Sponsorship

- Recruit a senior executive to act as the champion, sponsor, tie breaker, and evangelist
- Data Management change disrupts the business processes, practices, and people across your organization
- Change will be disruptive and filled with political landmines. Involvement from the top helps ensure your project can preserve its forward momentum
- Executive Sponsorship breaks ties and evangelizes the shared vision created in the roadmap



# Shared Vision and Road Map

- A clear, concise vision is a critical element for success – where you are today, where you want to be in the future, and how to get there from here
- Ensure alignment of business and technical stakeholders
- The roadmap communicates priorities, timing, and scope of the effort
- Short, focused roadmap and vision projects have lower risk and higher return





# Business Case

- A Business Case justifies the investment required for change
- A realistic business case will win executive sponsorship and business user buy-in.
- Funding will follow, especially if your case quantifies the benefits and the costs of fixing the pain points and business problems.

# Organizational & Cultural Change

- Data Management is a change management project, not an IT project
- Stakeholders, constituents and influencers are all critical to the success of your project
- Communicate to each stakeholder group and provide the necessary education
- A well-constructed communications strategy, with continuous engagement, can greatly improve transparency and organizational change.



# Metrics for Measuring Success

- Metrics measure success and progress
- Metrics are tied to the Business Case
- As with business processes, your initiative must focus on continuous improvement to assure alignment with current and future requirements

*“If you can’t measure it, you can’t manage it” Peter Drucker.*



# The Right Technologies

- Business Driven Stewardship and IT collaboration
- Data Profiling, Data Integration, Data Quality
- Data Governance tools
- Master Data Management
- Workflow, hierarchy and metadata management
- Security, scalability and high performance and high availability
- Ease of use – different UIs for technical and business roles
- Prebuilt Data models and reporting frameworks





# Data Management: Integration and Integrity

# Business Driven Data Management



## *Business-driven*

Puts business-people in charge with profiling, data cleansing, remediation, and mastering

## *Promotes alignment*

Drives rapid, iterative development and feedback with business and IT collaboration

## *Sets you up for success*

More comes in the box – including built-in tools, business user portals, and best practices

## *Fastest time to value*

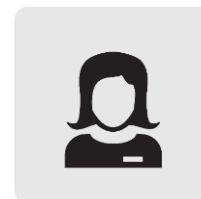
Pre-built rules and models for customer, supplier, and more

*Result: Rapid cycle times that drive 18+-month projects to 6 months or less.*

# Key Technical Drivers of Success

Big, legacy, external, internal, structured, unstructured,  
human-entered, machine-generated, cloud, on-prem

Views, data marts, applications,  
data sources, feeds, external



## User Needs

Easy access  
Secure  
Real-time  
Trustworthy  
Complete  
Governed

From raw data to maximum usability and trust

Views, data marts, applications,  
data sources, feeds, external

Big, legacy, external, internal, structured, unstructured,  
human-entered, machine-generated, cloud, on-prem

# Key Technical Drivers of Success

## **Data Access and Integration**

Bringing data together

Data, messages, APIs,  
micro services

Cloud or local

Inside or outside your  
firewall

Real-time or batch



## **User Needs**

Easy access

Secure

Real-time

Trustworthy

Complete

Governed

Views, data marts, applications,  
data sources, feeds, external

From raw data to maximum usability and trust

Big, legacy, external, internal, structured, unstructured,  
human-entered, machine-generated, cloud, on-prem



# Key Technical Drivers of Success

## **Business Led Data Quality**

Making data trustworthy

Data, messages, APIs,  
micro services

Cloud or local

Inside or outside your  
firewall

Real-time or batch

Secure, easy,  
workflow-enabled  
data stewardship

Data Quality  
monitoring

Business and IT  
collaboration



## **User Needs**

Easy access

Secure

Real-time

Trustworthy

Complete

Governed

Views, data marts, applications,  
data sources, feeds, external

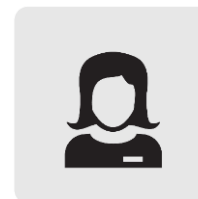
From raw data to maximum usability and trust

Big, legacy, external, internal, structured, unstructured,  
human-entered, machine-generated, cloud, on-prem

# Key Technical Drivers of Success

## **Agile Master Data Management**

Getting the complete picture



Data, messages, APIs,  
micro services

Cloud or local

Inside or outside your  
firewall

Real-time or batch

Secure, easy,  
workflow-enabled  
data stewardship

Data Quality  
monitoring

Business and IT  
collaboration

Model-driven  
development

360° view of  
master data

Advanced portal  
for business data

### **User Needs**

Easy access

Secure

Real-time

Trustworthy

Complete

Governed

Views, data marts, applications,  
data sources, feeds, external

From raw data to maximum usability and trust

Big, legacy, external, internal, structured, unstructured,  
human-entered, machine-generated, cloud, on-prem

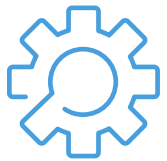
# Modern Data Management delivers value by changing the approach to Business-driven:

- ***Lower cost and faster time to value***  
1 to 3 months vs. 12 to 18 months
- ***Future Proof***  
From blockchain to mainframe and everything in between
- ***Simplified***  
Complete solutions for MDM and/or Data Quality in a box
- ***Automated***  
Model-driven development lets business own the decisions and data, then helps IT implement the rules
- ***Flexible***  
Leave-and-layer design, in the cloud or on premise, lets you go from the department to the enterprise with no “do-overs”

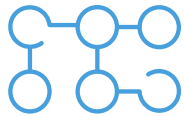


# Driving performance through Data Management

**Breakaway organizations** scale data management and analytics by significantly outperforming in three categories:



ALIGNING ON STRATEGY



BUILDING THE RIGHT FOUNDATIONS OF  
DATA, TECHNOLOGIES, AND PEOPLE



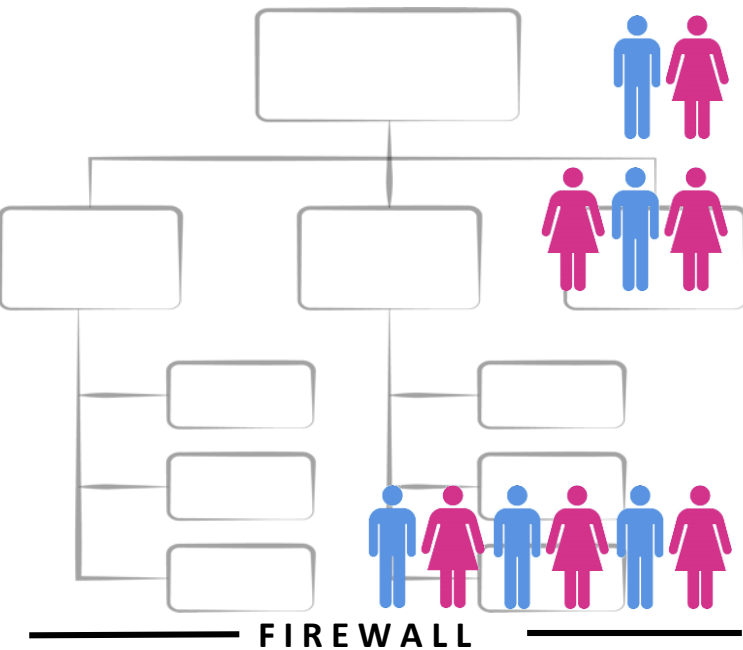
CONQUERING THE LAST MILE BY  
EMBEDDING ANALYTICS INTO  
DECISION-MAKING AND PROCESSES

*“Our challenge is at DoD to discover, access, retrieve, analyze and share all the sources of data whenever and wherever our warfighter needs it. It sounds simple, but we all know, if you break that sentence apart, that is an ambitious undertaking.”*

*- Dana Deasy, CIO*

# Address the needs of every user

## Dashboards and Self-service Analytics



Executive  
Command

Dashboards

Strategic  
Decision-Making

Analysts and  
Data Scientists

Data Discovery and  
Advanced Analytics

Generate Insight  
Identify Opportunities.

## Operational Analytics and Data Monetization

Non-Technical  
Staff

Decision Support Apps,  
Metrics, Alerts, and IoT

Drive Culture, Efficiency,  
and Performance

Partners, Agencies

Decision Portal  
Performance Metrics

Supply and Service  
Chain Optimization

Warfighters and  
Citizens

Customer Portals, e-  
statements, InfoGraphics

Drive Revenue, Loyalty,  
and Differentiation

High  
Visibility



Highest  
Value

# Information Builders in Public Sector

## Federal Government



## Civil Depts

Treasury, Education,  
Transportation,  
USDA, HUD, Justice,  
Interior, Commerce,  
State, Labor, HHS

## DOD

DLA, DISA, DFAS, AF,  
Army, Navy, Marines,  
VA, NSA

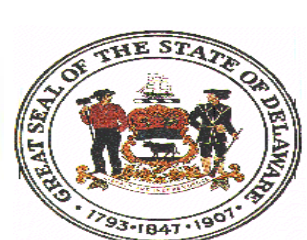
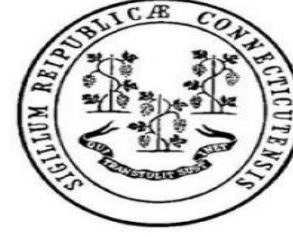
## Independent Agencies

USPS, NASA, SSA,  
SEC, FDIC, EPA,  
FEMA, FCC, GAO



# Information Builders in Public Sector

## State & Local Government





# Take the Data Quality Challenge!

Information Builders

Our Services Worldwide Sites Contact Us

Our Products Our Company Partner Learn Get Started

## Take the Data Quality Challenge

### Does Your Data Measure Up?

Information Builders has helped organizations worldwide solve their data quality issues.

Now you can take advantage of our technology through the

Country  
United States

State  
- None -

First name

Live Chat



# Recommendations



## Discovery Workshop

- Meeting with business and technology stakeholders
- Align the Strategy and the Vision
- ½ day to 2 days

data driven transformation



start small



## Execution

- Communication and Evangelization
- Technology Deployment
- Process Change

## Roadmap Overview

- Business Case Developed
- Process and Technology Plan
- Alignment of Plan to the Vision
- Technology Acquisition



# Solution Assessment



## Achieving Success with Data Transformation - Solution Assessment Process

### Overview

Central Mutual Insurance Company (Central) has recently undertaken an enterprise data transformation in which it seeks to better its position in the marketplace and enable better decision making through the expansion of enterprise analytics built on a flexible data management foundation. The enterprise data transformation is the key component of Central's strategic plan. Central is seeking a trusted partner to assist in realizing its objectives. To that end Information Builders proposes a Solution Assessment to ensure our technology, expertise, and implementation approach are optimally aligned in support of the enterprise data transformation initiative.

### The Journey to Success

P&C insurers rely on operational data for their most important business decisions. Leveraging that data typically involves numerous efforts, formal or vague, that fail to look



### Aligning with Your Goals

Central has differentiated itself in the insurance industry by building its core systems with unique processes and data fields in-house. Information Builders seeks to partner with Central to build upon its inherent competitive advantages and strategic goals. Because each organization is different, we recommend an assessment where business leaders from Central and Information Builders will meet to better



### Discovery Overview

We appreciate the time sensitivity and Central's desire to move the process forward quickly. We understand the need to refine the objectives and scope of any proposed initiative relative to Central's goals, timelines, and constraints. To that end, we propose an abbreviated two-day discovery workshop aimed squarely at understanding the business and technical environment, opportunities, risks, capabilities, constraints, and most importantly, how we can partner together to achieve Central's objective.

#### Key Areas of Focus:

1. **Business Area—Challenges and Opportunities**
  - Policy
  - Claims
  - Billing
  - Reinsurance
2. **Technical Landscape**
  - Systems and applications
  - Infrastructure and standards
  - Source data
  - Integration

### Key Values of the Solution Assessment

1. Better understanding of how we will partner together for success.
2. Refined alignment of technology, expertise, and approach.
3. Identification of key opportunities and risks.
4. Refined estimates for level of effort and timeline.
5. Refined cost for software and services.
6. Recommended implementation approach and high-level plan.

### Summary

Information Builders will deliver a concise summary of findings with recommended implementation approach and next steps for Central to further its journey to a data-driven organization. Companies today are looking to boost operational productivity and performance while addressing the full range of integration and information requirements throughout the extended enterprise. We have the integration, data integrity, and business intelligence

Description	Participants
Kickoff and expectations review	<ul style="list-style-type: none"><li>■ Business executives</li><li>■ IT</li></ul>
White board review Source data/system review: <ul style="list-style-type: none"><li>■ History</li><li>■ Policy/Quotes</li><li>■ Claims</li><li>■ GL</li></ul>	<ul style="list-style-type: none"><li>■ IT</li><li>■ System owners/DBAs: Cla Sales, Finance, Underwrit</li><li>■ Business analyst (SME)</li><li>■ Project manager</li></ul>
Financial concepts and IPF terminology Master Data Model Dimension tables: <ul style="list-style-type: none"><li>■ Common</li><li>■ Policy and Coverage</li><li>■ Claims and Reserve Line</li><li>■ Time and Band</li></ul> Fact tables: <ul style="list-style-type: none"><li>■ Policy</li><li>■ Claims</li><li>■ Miscellaneous</li></ul> Data sourcing review—recommended	<ul style="list-style-type: none"><li>■ IT</li><li>■ Data experts</li><li>■ Business analyst</li><li>■ Project manager</li><li>■ System architect</li></ul>

# Thank you